



Adult Social Care (ASC) Trade Association meeting

**Wednesday 27 March 2024.
10am – 12pm**

Welcome and updates

Welcome and updates

- Any amendments to minutes from the last meeting?
- Actions from the last meeting for discussion

Welcome and updates

- We have launched our new public campaign – [Share for Better Care](#)
- Ian Trenholm has [blogged](#) about how we're using provider feedback in our approach



Reflecting on last month's face to face meeting

Mary Cridge, Director of Adult Social
Care, CQC

Reflecting on last month

- CQC to explore twice-yearly face to face meeting options
- Update of Terms of Reference
- “How to get the best out of your inspection” updates

Healthwatch England and adult social care

Chris McCann, Healthwatch England

Healthwatch England

The role of Healthwatch England – what we do and why we do it

The importance of gathering people's experience of adult social care



**Short comfort break
(10 minutes)**

Factual accuracy process

Sariat Olatunji, Regulatory Policy
Manager, CQC

Factual accuracy check (FAC) process

- A review opportunity given to the provider of a draft assessment report prior to publication.
- This process will continue under the single assessment framework following the same principles as the previous methodology:
 - When we have checked the quality of the draft inspection report, we send the provider these draft documents to the registered person.
 - We ask the provider to check the **factual accuracy** and **completeness of the information** that we have used to reach our judgements and ratings, where applicable.
 - Providers have 10 working days to return the factual accuracy check submission
 - We review and respond to the submission and decide whether amendments are needed to the report before it is finalized.
 - The factual accuracy checking process should not be used for other challenges

FAC in the single assessment framework

- Assessments carried out using our single assessment framework will be sent to the provider for FAC.
- The process will primarily be through a FAC portal that will have additional functionality
- Providers will be contacted and provided with the information they need to make a FAC and submission using the dedicated portal
- There is additional information about the process in the relevant area of our website: [Factual accuracy check - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/factual-accuracy-check)

FAC process in the new regulatory model

- Audit trail available to CQC of the progress of the FAC review
- Notifications and reminders sent to the provider alerting them that a review is available for them
- Guidance through the FAC portal to support the provider in making appropriate responses
- Prompts to encourage immediate response if not intending to make a FAC submission

Assessments update

Sheila Grant

- We spoke about updating our information at these meetings to give a better “live” overview of assessments.
- This month is the last time we plan to share a 12-month rolling view of Inspections as all services are now on the new framework

Inspection numbers

Since April 2023 until launch of Single Assessment Framework:

We have undertaken **3557** inspections at Adult Social Care services.

Of those inspections now published, **59%** resulted in either a Good or Outstanding rating.

For those services with a previous rating, we found **23%** improved, **52%** maintained their rating and **25%** deteriorated.

Figures as at 25/03/2024 - dates between 01/04/2023 – 25/03/2024

Assessments update

- Since the launch of the Single Assessment Framework, **91** ASC assessments have been completed and a further **9** are due to be published imminently.
- A further **819** assessments are in progress.
- The most common quality statements reviewed are ‘safe and effective staffing’, ‘involving people to manage risks’, and ‘safeguarding’

Any other business

Deanna Westwood, Director, South Network

Next meeting

Wednesday 24 April 2024
10am to 12 noon via Teams